

ATC Website Improvement Survey



As part of our ongoing improvement process, ATC is committed to monitoring the quality of the services we provide. We appreciate your feedback and valuable suggestions. Thank you for helping us improve ATC's website!

Submit this form by mail, email (erin.huffaker@atc.la.gov), or call (225) 925-4602 to voice your comments.

1. What is your main reason for utilizing our site? (circle all that apply)
 - a) To download an application
 - b) To renew online
 - c) To search for Responsible Vendor information
 - d) To access documents and forms
 - e) Payment of fines
 - f) For ATC contact information
 - g) For a public records request
 - h) Other: _____
2. What parts of the site are most useful to you? (circle all that apply)
 - a) License Query search
 - b) The Portal systems
 - c) Legal notices and documents
 - d) Permit Services
 - e) None of the above
 - f) Other: _____
3. How often do you use our website?
 - a) Every day
 - b) Once a week
 - c) Now and again
 - d) I've only used it once
 - e) Never
4. What do you like about the site? (circle all that apply)
 - a) It contains helpful information
 - b) Information is easy to find
 - c) Information is easy to understand as it is written
 - d) None of the above
 - e) Other: _____
5. What do you dislike about the site? (circle all that apply)
 - a) It is difficult to navigate
 - b) Information is hard to find
 - c) Information is hard to comprehend
 - d) Information is not complete
 - e) Directions and instructions are unclear
 - f) ATC employee contact information cannot be found
 - g) None of the above
 - h) Other: _____
6. How would you rate the website overall?
 - a) Excellent
 - b) Very Good
 - c) Good
 - d) Fair
 - e) Poor
7. Are there any additional features or online services you would like us to include on the website?
 - a) No
 - b) Yes (please describe): _____
8. Please provide any other comments or suggestions about your experience with the website.

